



## WOLVERHAMPTON INFORMATION, ADVICE AND SUPPORT SERVICE IMPARTIALITY POLICY

The role of the Wolverhampton Information, Advice and Support Service (IASS) is to ensure parents, carers, children and young people (known as service users) have access to free confidential and impartial information, advice and support about special educational needs and disability so they can make informed decisions about individual needs. This is achieved by working in partnership with service users, providing information, services and training, working with relevant agencies and ensuring their views influence local policy and practice.

The role of the IASS is to provide our service users with impartial information, advice and support to enable them to become empowered and more involved in the discussions and decisions about their/their child's individual needs.

The IASS operates at "arms length" from the Local Authority. The IASS is line managed, at distance, through the Education area of the council to ensure impartiality and autonomy. The service is located in the Gem Centre which is a health building therefore keeping the service separate from other Local Authority services.

It is important that the IASS acts impartially and neutrally to provide factual information and advice based upon what is stated in published legislation and guidance.

The IASS will ensure that service users are clear of the role of the service. The IASS will advise on rights and clarify information and legislation in order that service users are well informed. The IASS staff will not make decisions on behalf of service users, nor attend any meetings about service users on their behalf.

The IASS will maintain an impartial stance when working with the Local Authority, educational settings and other agencies. The IASS does not allow its relationship with the Local Authority, educational settings or any other agency to influence the information, advice or support provided to service users.

To ensure the Impartiality Policy is effective all IASS staff will receive a copy of the policy and understand how the policy is embedded in all aspects of IASS activities. The policy will be reviewed annually. The policy will be shared with the Local Authority, schools and other agencies as necessary.

**Written by Lucy Harris, Manager**

**Date agreed: November 2014 Date reviewed: December 2017 Review due: December 2018**

Contact details: Wolverhampton Information, Advice and Support Service, Gem Centre, Neachells Lane, Wolverhampton, WV11 3PG. Tel: 01902 556945

email: [ias.service@wolverhampton.gov.uk](mailto:ias.service@wolverhampton.gov.uk) website: [www.wolvesiass.org](http://www.wolvesiass.org)